



IOWA VOCATIONAL REHABILITATION SERVICES

JOB CANDIDATE INFORMATIONAL HANDBOOK

Finding Solutions – Generating Success

February, 2017

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Mission

The mission of Iowa Vocational Rehabilitation Services (IVRS) is to work for and with individuals who have disabilities to achieve their employment, independence and economic goals.

Vision

Making a positive difference for every person, one person at a time.

Guiding Principles

- We are responsive to the unique needs and goals identified by individuals with disabilities.
- We demonstrate teamwork and cooperation among staff, customers and partners.
- We operate with trust and integrity.
- We demonstrate compassion and respect for all people.
- We value continued improvement and learning.
- We openly communicate with clarity and consideration.
- We are results driven.

Introduction

Have you heard the story about the government agency that is here to help you? Yes, sometimes this is the big end of the joke, but in reality public services are often complex systems with many policies and procedures and red tape. It makes it tough when you think it would be a simple and direct process.

The Job Candidate Handbook is designed to help explain some of those policies and procedures, but more importantly, the intent of Iowa Vocational Rehabilitation Services is to assist you in where you are at in your employment journey and help you progress to a job that meets your needs and interests. That journey is often filled with barriers and pitfalls, but please join us on the progressive employment journey, so that we can work together to help make a positive difference in your employment goals.

David Mitchell, MS, CRC
IVRS Administrator

Who Should Apply?

- Do you have a disability?
- Do you want to work?
- Are you having trouble getting or keeping a job because of your disability?
- Do you believe that vocational rehabilitation services, such as job placement, training or other job preparation services would help you obtain or retain a job?
- Are you willing to make changes in your life that will improve your chances of getting or keeping a job?

If you answered “yes” to all of these questions, you may be eligible for services through IVRS. To learn more contact your local IVRS office listed on the next page.

How to Apply

To request services from your local IVRS office:

- Contact the IVRS office closest to your home and request an application and/or an appointment with an IVRS staff person. (find on the next page)
- Complete an application that is either mailed to you or given to you at an appointment and submit it to the local IVRS office as soon as possible.
- Ask any question you have regarding IVRS, your disability, and how to find/keep a job with an IVRS staff person.
- Review the Orientation power point located on the IVRS website found at the following website: <http://www.ivrs.iowa.gov/clients/clients.html>.
- Participate in your first appointment and bring any of your medical documents that you have with you.

After you request services and provide basic information to IVRS, you will be given an appointment for an interview to discuss your disability. This will begin the assessment process during which IVRS staff will not only learn about your disability but also learn how you perceive your disability and employment needs.

Notes: _____

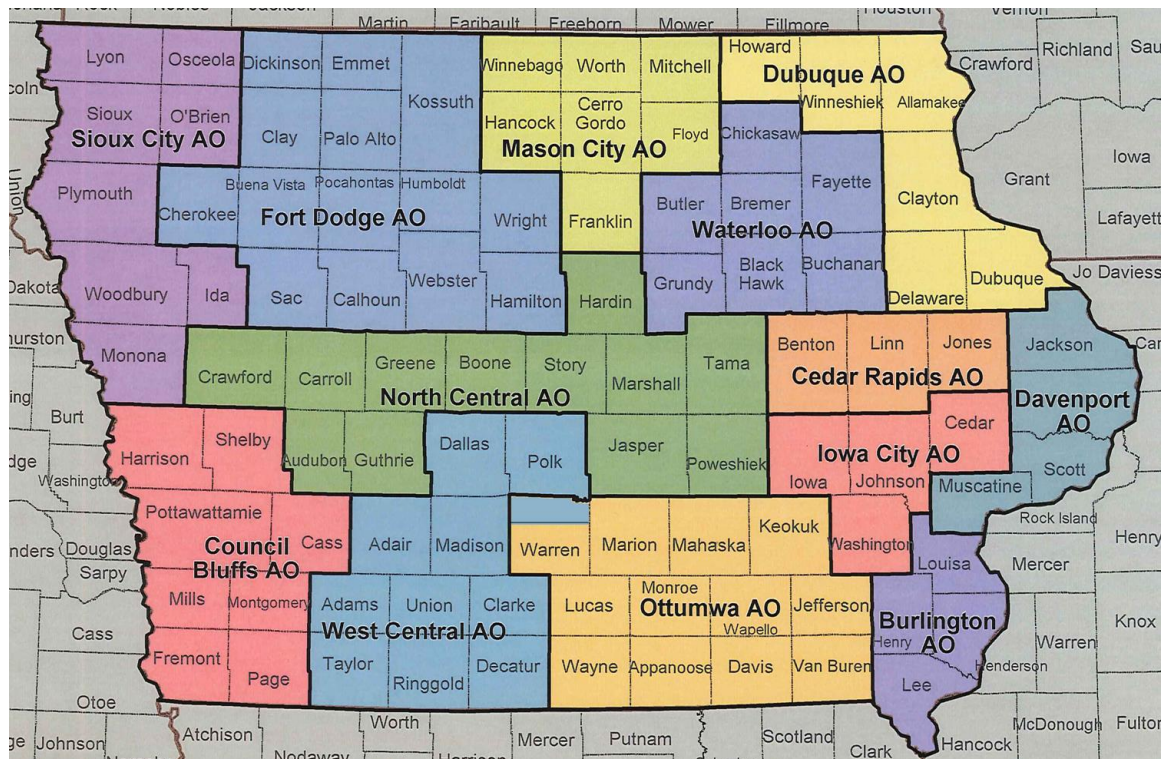
AREA OFFICE CONTACT INFORMATION

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510 East 12th Street
Des Moines, Iowa 50319
Phone: 515-281-4347

Kenda Jochimsen, Chief
510 East 12th Street
Des Moines, Iowa 50319
Phone: 515-281-4252

| | |
|--|---|
| <p>Burlington Area Office 1000 North Roosevelt, Suite #7 Burlington, Iowa 52601 Phone: 319-753-2231 Supervisor: Chad Pratz Email: chad.pratz@iowa.gov</p> | <p>West Central Area Office 510 East 12th Street Des Moines, Iowa 50319 Phone: 515-281-4211 Supervisor: Leslie McCarthy Email: leslie.mccarthy@iowa.gov</p> |
| <p>Cedar Rapids Area Office 4444 1st Avenue NE, Suite 436 Cedar Rapids, Iowa 52402 Phone: 319-294-9308 Supervisor: Holly Mateer Email: holly.mateer@iowa.gov</p> | <p>Council Bluffs Area Office 300 W. Broadway, Suite 33 Council Bluffs, Iowa 51503 Phone: 712-328-3821 Supervisor: Sally Prange Email: sally.prange@iowa.gov</p> |
| <p>Davenport Area Office 3827 W. Locust Street Davenport, Iowa 52804 Phone: 563-386-1200 Supervisor: Chad Pratz Email: chad.pratz@iowa.gov</p> | <p>Fort Dodge Area Office Two Triton Circle Fort Dodge, Iowa 50501 Phone: 515-573-8175 Supervisor: Lori Kolbeck Email: lori.kolbeck@iowa.gov</p> |
| <p>Dubuque Area Office 2600 Dodge Street, Suite NW2 Dubuque, Iowa 52003 Phone: 563-588-4697 Supervisor: Jeanne Helling Email: jeanne.helling@iowa.gov</p> | <p>Mason City Area Office 600 South Pierce Avenue Mason City, Iowa 50401 Phone: 641-422-1551 Supervisor: Steve Faulkner Email: steven.faulkner@iowa.gov</p> |
| <p>Iowa City Area Office 1700 South 1st Avenue, Suite 11-A Eastdale Plaza Iowa City, Iowa 52240 Phone: 319-354-4766 Supervisor: Monica Brockway Email: monica.brockway@iowa.gov</p> | <p>North Central Area Office 819 Wheeler Street, Suite 6 Ames, Iowa 50010 Phone: 515-233-5753 Supervisor: Eric Evans Email: eric.evans@iowa.gov</p> |
| <p>Ottumwa Area Office 15260 Truman Street, Suite 4 Ottumwa, Iowa 52501 Phone: 641-682-7569 Supervisor: Kelli Hugo Email: kelli.hugo@iowa.gov</p> | <p>Sioux City Area Office 2508 East 4th Street Sioux City, IA 51101 Phone: 712-255-8871 Supervisor: Adam Dahlke Email: adam.dahlke@iowa.gov</p> |
| <p>Waterloo Area Office 3420 University Avenue, Suite D Waterloo, Iowa 50701 Phone: 319-234-0319 Supervisor: Mike Howell Email: michael.howell@iowa.gov</p> | <p>Independent Living Program, Statewide Supervisor: Lee Ann Russo 510 E. 12th Street Des Moines, IA 50319 Phone: 515-281-4144 Email: leeann.russo@iowa.gov</p> |

Business Development Specialist: Stefani Meyer
3420 University Avenue, Suite D.
Waterloo, IA 50701
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ELIGIBILITY

Eligibility is one part of the assessment process that begins during the intake interview. Once all the information about your disability is received by IVRS, your counselor will notify you of your eligibility decisions within 60 days of receiving your completed application demonstrated by both you and the IVRS Representative signing the IPE-1. If information about your disability is delayed, you and your counselor will discuss and agree on a specific extension date to determine your eligibility. If you do not agree to an extension, then the counselor must make a determination of eligibility with the information that has been obtained and that may result in a negative decision of eligibility if insufficient information is on hand.

Eligibility for services through IVRS is based on the following factors:

- You have a physical or mental impairment;
- Your impairment constitutes or results in a significant impediment to employment for you; and
- You require vocational rehabilitation services to prepare you to obtain, retain, regain, or advance in employment.

If you are receiving benefits through the Social Security Administration due to a disability, or if you have a valid “Ticket to Work” you are presumed eligible for IVRS services. Please make sure you let vocational rehabilitation (VR) staff know as soon as possible if you are receiving Social Security benefits as this will facilitate the eligibility decision process.

- Bring relevant information to your first meeting with your counselor, including documents you have about your disability.
- Bring recent records or benefit letters such as those from Social Security Administration or your “Ticket” from the federal “Ticket to Work Program” as individuals who are receiving social security benefits are automatically determined eligible and are placed on either the first or second waiting list.
- Bring a list of names, addresses, and telephone numbers of doctors, professionals, and organizations you have consulted regarding your disability.
- Voice your opinion – this is your life and IVRS must know and understand what you think about your disability, what you have learned, and what you still need to learn about yourself, the business community, and job demands.

Waiting List

Placement on the waiting list for services is dependent upon how significantly your disability affects you and your ability to be employed. The waiting list is necessary when IVRS does not have enough money or capacity to serve all applicants who are found to be eligible for IVRS. Your placement on the waiting list is determined by the Level of Significance and your application date.

There are three levels of waiting list.

- MSD – Most Significantly Disabled – those individuals that have serious limitations in three functional areas
- SD – Significantly Disabled – those individuals that have a serious limitation in one functional area.
- OE – Others Eligible – those individuals that have a limitation or only require a single service.

All those with the “most significantly disabled” rating category are served first. Everyone in the “significantly disabled” rating category is served next, and persons in the “others eligible” rating category are served last. Within each category, IVRS serves job candidates according to the date of their application.

Notes:

Guide to Developing Your Individualized Plan for Employment (IPE)

What is an IPE?

The Individualized Plan for Employment (IPE) is the plan needed to reach the agreed upon work goal. It is the road map to your vocational rehabilitation.

Who can have an IPE?

You can if:

- You have been found eligible for Iowa Vocational Rehabilitation Services.
- You want to work.

Who may help me set up an IPE?

You have three general options:

- An IVRS counselor, a trained professional in vocational rehabilitation, can work with you to develop all or parts of your IPE. With your input the counselor will prepare the IPE for you to sign.
- You can work on your own with help from:
 - A relative or friend;
 - The Client Assistance Program (CAP)
 - An organization or agency that helps people with disabilities: e.g., Center for Independent Living (CIL), Disability Rights Iowa (DRI);
 - One-Stop Employment Centers;
 - A school teacher or counselor;
- You can work on your own.

How is an IPE developed?

When developing the IPE you should consider how your disability affects your ability to work, the type of job you are interested in, your ability to do the job, and your previous work history, if any.

The IPE is written on an IVRS form. An IVRS counselor must review, evaluate, approve and sign the IPE. You and your counselor must BOTH sign the IPE before it is considered complete. Under Federal legislation, the IPE must be completed and signed by both the counselor and you within 90 days of becoming eligible for services.

What information needs to be on the IPE?

1. Work Goal: This should be a job that you are interested in doing and that you will be able to do when your plan is completed. It will take into account such things as

- your abilities, interest and work goal. Your IVRS counselor can help you to look for a work goal that is right for you.
2. Steps: Actions needed to reach your work goal and how long it will take you to complete them.
 3. Progress: Outline of how progress towards your work goal will be evaluated.
 4. Services: List of services that you will require to reach your work goal.
 5. Provider: Who will provide the services you need to go to work.

What kind of services can IVRS provide?

IVRS will provide services that are required for you to reach your work goal. IVRS' basic services are provided to you at no cost. These services are:

- Assessment evaluations that help you determine your work skills and your need for services, such as training, assistive devices, etc.
- Counseling and Guidance to provide you with information about job and other services that will help you go to work.
- Referrals for other services to help you succeed in getting a job.
- Job Placement to help you look for a job, find a job and stay on a job.
- Transition Planning- assisting students completing school and preparing for entering employment.

Examples of other services that your plan may include are:

- Education and vocational training that will help you learn the skills to do a job (examples: College, Trade school, or Nurse's Aide Certification Program)
- Support services while you are training for your job including:
 - transportation to and from training
 - textbooks, tools and equipment
 - sign language interpreters and reader services
 - home, vehicle and work site modifications
 - attendant services
- Physical and mental restoration- medical services not covered by other insurance that you may need before you work (example: hearing aids, scooter).
- Assistance in starting a business such as writing a business plan, buying equipment, stock and supplies.
- Rehabilitation Technology- technological aids and devices (examples: transfer board, hand controls, and remote control door opener).
- Job Coach- someone that will assist you in learning a job after you begin work.
- Post-employment to assist you in keeping your job, to get a new job, or to advance in your job.

Some services may or may not be based on your ability to pay. Your IVRS counselor will provide you with this information. If the services are based on your ability to pay, you will need to provide financial information to IVRS. You may be asked to contribute to the cost of services.

Can I change my IPE after it is approved?

Yes, but you must get approval from your IVRS counselor before you make any changes. IVRS will review your request, and let you know if the changes are approved. It is very important that you tell IVRS as soon as possible about any changes that might affect your plan. You and your counselor will review and update your plan at least once a year.

What happens if I don't reach my work goal?

If you cannot reach your work goal, an IVRS counselor will work with you to identify the reasons why. A new IPE with a new work goal may be developed. This will need to be approved by IVRS.

What happens if my IPE is not approved?

If you have a disagreement, discuss your concerns with your counselor and his/her supervisor. This is the fastest and simplest way of resolving any difficulties.

If your IPE is not approved, you have a right to appeal the decision. The letter you get will explain your appeal rights and tell you what you need to request mediation, an Administrative Review or Impartial Hearing.

The Client Assistance Program (CAP) is an independent program that can give you advice, advocacy and/or assistance. You can call CAP at (800) 652-4298.

Is there other information that may help me?

The checklist on the following page may also help identify where you may need additional assistance or support. It breaks the IPE into things you will need to know or be able to do. As you read each item, simply check "yes" or "no". You may want to share the results of this with your Counselor. If you need help in completing this chart your IVRS counselor can assist you. The chart is an optional tool designed to assist you, but it is not required.

IVRS counselors will know not only about the technical aspects of the IPE, but can provide you with information about training and the world of work. Your counselor can assist you with the IVRS policies that you will need to consider for your IPE. He/she can also give you names of other individuals or organizations that can help you to decide what type of services you will need. The IPE Development Form will help you provide all needed information.

For more information just call your local IVRS office or dial... 515-281-4211.

Writing My IPE

PART I: My Work Goal

Choosing the right work goal is perhaps the most important step you will take to succeed on the job. There are many resources that can help you make this decision. Your counselor can work with you to develop a goal or help you locate these resources, if you wish.

When developing your goal, think about things like:

- Does the work goal meet my abilities and interests?
- How long will it take me to prepare for the goal? Is this reasonable?
- Will the job be available in my location, or will I need to travel or relocate?
- Will the salary and benefits meet my needs?

Because the Work Goal is so important, you may want to have your counselor review the goal with you before you continue with the rest of the form. In that way, you will know if there are any questions or comments and whether you are going in the right direction.

PART II: Steps I Need to Complete to do the Job

There are a number of steps you may need to take to reach your work goal. (Some examples might be: Learn to drive a car; type 50 words per minute; get a college degree in accounting.) Knowing the Steps is important because it assures that both you and your counselor understand how you plan to get to your goal and how we can review your progress.

Please list the steps that you will need to take, and explain how we will know when that step is completed. (For instance, if you need to learn to drive, we will know you have reached that step when you receive your driver's license. If you need to type 50 wpm, you will know that you have done this successfully when you get a report from your typing instructor.)

Part III: Services I Need to Reach My Work Goal

When deciding on what services you will need, think about your work goal and the steps you will need to take to reach that goal. Only those services that you will need to reach the work goal will be approved.

IVRS offers a wide range of services based on your own individual needs. Services may include: Interest and ability testing; counseling; referral; placement; training, treatment for physical/mental problems; transportation; rehabilitation technology and other special equipment; personal assistance services (such as an attendant); interpreter services; goods

and supplies; and many more. We encourage you to talk to your counselor if you have any questions about the services we can provide, and whether they are right for you.

Notes:

Deciding where I need help...

| | | | | |
|--|-----|----|----------------------------|----|
| Work Goal: | | | I will need help with this | |
| | Yes | No | Yes | No |
| I have a work goal | | | | |
| I know when I would like to begin working | | | | |
| I know the job duties that are usually needed for this work | | | | |
| I know my abilities and interests to reach my work goal | | | | |
| I know whether I will need special support because of my disability (for example: sign language interpreter, work site modifications, etc.) | | | | |
| I know the job market and employment outlook for my work goal | | | | |
| I know what skills I have based on my work and education history | | | | |
| I know the action or steps I need to take to reach my work goal | | | | |
| I know how to demonstrate whether I have reached each skill or step | | | | |
| I have concerns in my life that may keep me from reaching my goal (for example: money, child care, transportation, etc.) | | | | |
| I know what services I will need to reach my goal (for example: counseling, training, home, work or vehicle modifications, special support services, etc.) | | | | |
| I know who will be able to provide the services I need | | | | |
| I know how much each of these services will cost | | | | |
| I know about other benefits I have or can apply for to help pay for the services | | | | |
| If seeking self-employment, I have developed a business plan | | | | |

EMPLOYMENT SERVICES

Once you are eligible and ready to receive Vocational Rehabilitation (VR) services, you and your counselor will develop your Individual Plan for Employment, often called the IPE. This plan will outline and explain your employment goal as well as the services you will need to be successful in reaching your goal. You and your counselor must both agree to the plan and sign it in order for it to be effective. Your employment goal and IPE can be changed or modified with the approval of both you and your counselor. Your plan will be reviewed officially every year; at that time, you and your counselor will create a new plan (which may be the exact same as the old plan), discuss progress and make sure you're both in agreement, and sign to put it into effect for another year (or until you choose to modify it).

If you choose to obtain an advocate outside of VR, you have different options of who to work with, including the Client Assistance Program (CAP) or Disability Rights Iowa (DRI), or another person you identify. Your counselor can give you more information on either of these if you so request them.

Vocational Rehabilitation Service Descriptions

Assessment: This will be marked on your IPE if you are unsure of what your career goal should be. Assessments can help you figure out what you're interested in and what career paths would match your interests and skills. Examples: O*Net Interest Profiler, Skills Inventory, etc.

Counseling and Guidance: This will likely be checked on your IPE for the entire life of your IPE. Counseling and guidance is continuously provided to you in the forms of getting assistance figuring out your employment goal, help connecting with jobs, and other things that may come up as you work with VR.

Physical/Mental Treatment: This will be checked on your IPE if your counselor expects you to maintain regular treatment and care with your doctor or mental health provider to make sure you are healthy enough to work.

Self-Employment: If you decide you would like to start your own business, self-employment will be marked on your IPE. During this time, you will create a business plan with the assistance of your counselor and finish all the steps required to start your own business.

Junior Community College Training: After you discover your employment goal and it is determined by you and your counselor that junior college (DMACC, Indian Hills, etc.) would further your chances of getting that job, this will be checked on your IPE while you complete the education. In order to receive some funding from IVRS, you must bring your class schedule each semester and report your grades to your counselor.

Four-Year Training: After you discover your employment goal and it is determined by you and your counselor that a four year college education (Iowa State University, Central College, etc.) would further your chances of getting that job, this will be checked on your

IPE while you complete the education. In order to receive some funding from IVRS, you must bring your class schedule each semester and report your grades to your counselor.

Graduate Training: If it is determined by you and your counselor that graduate training would be essential to obtain, maintain, or advance in your chosen profession, this will be checked on your IPE while you complete the education. In order to receive some funding from IVRS, you must bring your class schedule each semester and report your grades to your counselor. Graduate training would include a law school, medical school, a graduate program in a given field, etc.

Occupational/Vocational training: If your employment goal requires a certificate or vocational training (CNA, welding, etc.) this will be marked on your IPE while you complete the training.

On-the-Job Training: This will be marked if you get a job but need a little guidance learning the new tasks of the career. On the job training could include having a coach that is with you while you learn how to run certain parts of a computer for your new job or a mentor that had been in the field that can teach you more effective ways of completing a task.

Apprenticeship Training: If the employment goal requires apprenticeship training, this will be marked on your IPE. Apprenticeship training could be required in careers such as plumbing, electrical work, and carpentry.

Remedial/Literacy Training: This will be marked on your IPE if you and your counselor decide you would benefit from training that can enhance your basic skills or ability to read and write that would be useful in the workplace.

Job Readiness Training: This will be marked on your IPE when you and your counselor work on training in appropriate work behaviors, grooming and dress for the workplace, and skills that will increase your productivity, etc. at the jobsite.

Disability-Related Skills Training: This will be marked on your IPE if it is decided by you and your counselor that your disability requires additional training or services in the workplace to obtain or maintain employment.

Miscellaneous Training: This will be marked if you and your counselor decide the training needed for your chosen career doesn't fit in any other the other training categories. (Example: missionary training)

Supported Employment: Supported employment is designed for individuals who need individual and long-term training and support in the workforce. Assessments will be conducted to look at skill level and ability and see where extra supports can be added while at work. Jobs may be customized to fit the job candidate better and assistance at the workplace could be arranged to help with daily tasks at work.

Rehabilitation Technology: This will be marked on your IPE if you and your counselor decide that certain technology or devices would help you obtain or maintain employment. Your counselor or someone involved in your case will often go to the worksite to see

what accommodations are already in place and what can be added. An example of rehabilitation technology includes a screen reader for a computer.

Referral: Referral will be marked on your IPE when your counselor refers you to a federal, state, and/or county program that would be able to help you meet your employment needs that are not available through IVRS.

Job Seeking Skills: Once you have selected an employment goal, this will be marked on your IPE to help find your job through resume building, interview skills, job leads, and job shadows.

Customized Employment/Job Carving: If your disability requires you to have a customized job made (one that does not fit a traditional job description), your counselor will work with you and a potential employer to “carve” out aspects of a job that you can complete. This may include creating a new job for you or piecing different aspects of jobs together.

Job Placement: Job Placement will likely always be marked on your IPE, especially if you are getting closer to ready for employment. This will be marked when your counselor and you will discuss where you would like to work and begin to try job shadows and apply for employment.

On-the-Job Supports: This will be marked on your IPE if you need short-term on the job help such as job coaching to obtain or keep your job.

Notes:

CASE CLOSURE

Your record of services (case file) may be closed for a variety of reasons. The best reason, of course, is that you have achieved your employment goal and have been satisfied with the job for 90 days. At that time, your record of services will be successfully closed.

Other reasons for closing your record of services include:

- You are determined to be ineligible for services.
- You are not available to complete a needed assessment to determine your eligibility or priority for services.
- You cease contact with the IVRS and your counselor or rehabilitation team cannot locate you.
- You decline to accept, participate in, or use IVRS services.
- You act in a threatening manner or voice threats to an independent hearing officer, an IVRS employee, or other state employee where IVRS is co-located.
- You engage in any criminal activity, including fraud, related to applying for or receiving vocational rehabilitation services.
- You may choose to close your file with IVRS at any time by meeting with your counselor and asking for this to occur.

You may re-apply for services at any time.

Notes:

CLIENT ASSISTANCE PROGRAM

The Client Assistance Program (CAP) is a federally mandated program designated to assist individuals who encounter conflicts with Iowa Vocational Rehabilitation Services, Iowa Department for the Blind and Centers for Independent Living. CAP helps people with disabilities receive quality services by advocating for their interests and helping them identify resources, understand procedures, resolve problems; and protect their rights in the rehabilitation process, employment and home services. The CAP advocate uses mediation, negotiation, conflict resolution, and at times, legal means to help resolve issues. If you encounter problems with the services provided by IVRS, you may request assistance from the Client Assistance Program at no charge to you.

You are encouraged to try to resolve the problem first with your counselor or the supervisor. However, you may seek out assistance from the CAP representative whenever you believe it is necessary. You will be provided a brochure on the CAP during your intake. You may request another brochure at any time. CAP advocates are independent advocates and not IVRS employees so you will be asked to sign a release of information form in order for information to be shared with them.

If you cannot achieve resolution of your concerns at the local level, CAP may help you request, prepare for, and or represent you at a mediation meeting, Administrative Review or a fair hearing.

Client Assistance Program (CAP)

Phone:

800-652-4298

Fax:

515-242-6119

Email: thr.disabilities@iowa.gov

Notes: _____

ADMINISTRATIVE REVIEW AND MEDIATION

When your concerns are not resolved through your counselor or the Rehabilitation Supervisor at the local level, you can request an Administrative Review by Rehabilitation Services Bureau Chief. Again, CAP can assist you with this request.

Mediation is another option for resolving disputes with the IVRS. Mediation is a voluntary, confidential, and problem-solving process, assisted by qualified, impartial mediators from outside IVRS. It must be agreed to by both parties.

The goals of mediation are to fully describe both sides of the conflict, explore options for resolving the problem, and reach mutually satisfying solutions. This service is free to applicants, eligible individuals, and job candidates of IVRS services. You are welcome to bring a representative for support during the mediation.

For information on requesting mediation, please contact your counselor, a member of your Rehabilitation Team, the Rehabilitation Supervisor, or the Chief of Rehabilitation Services.

FAIR HEARING

If you are dissatisfied with any action of IVRS related to your application or to the services you are receiving, you can request a “fair hearing” within 90 days after the IVRS decision or action. This is your opportunity to present your reasons to a fair and impartial third party why you believe the decision is incorrect; what policy or regulation you believe IVRS is not following because of the decision; and what remedy you are requesting. A hearing must be scheduled within 60 days of IVRS receiving notification that a hearing is requested, unless you and IVRS come to resolution independent of a hearing. Timeframes may be extended upon mutual agreement.

You might find it in your best interest to seek out an Administrative Review prior to requesting a “fair hearing” since many disputes are resolved informally and more quickly through this process. If you by-pass the Administrative Review and seek out a hearing instead, IVRS will be obligated to the decision of the hearing officer. The decision of the hearing officer is final and is based on the provisions of agency policy, the approved State Plan and the Act.

If the hearing officer agrees with the decision made by IVRS, the only other recourse for the job candidate at that point is to follow the Iowa Administrative Procedures Act and seek judicial review through District Court. All costs associated with this are at the expense of the job candidate, unless otherwise directed by the judge of the District Court.

CONFIDENTIALITY

IVRS is committed to keeping any information you provide confidential. The Health Insurance Portability and Accountability Act guarantee you certain rights:

- Right to privacy:

Only information about you that is relevant and necessary to carry out the purpose of the IVRS program is collected. The information will be used only in processing your program of services, including resolving job candidate complaints or appeals. Some personal information may be shared with the Social Security Administration in order to verify that you are eligible for services. There is safe data that may be shared with partners involved in your plan. Information sharing beyond that will require your signature on a release of information form.

- Right to access:

You may request access to any of your records that are maintained by IVRS. IVRS shall promptly let you or your chosen representative, when applicable, inspect or shall provide you copies of any document or item of information in our case record for a fee. You will be informed of the rate of the fee before copies are made so you can determine if you desire to pay for the copies or simply inspect the record. IVRS may waive the cost of file copies if the cost is less than \$5.00.

- Right to request an amendment to your case service record:

You can seek correction of any misinformation in your record by making a request to your counselor. The request should be in writing and as specific as possible. If the Rehabilitation Supervisor does not agree with your amendment to the record, you may request an Administrative Review, mediation, or fair hearing. If the results of the review, mediation, or hearing do not agree with your amendment to your record, you may submit a written statement of reasonable length with your views of the disputed information. This statement will be placed in your records.

Notes:

DISCLOSURE

IVRS, generally, cannot release job candidate information without receiving authorization from you, the job candidate. A job candidate must sign an appropriate release form before the IVRS can release information to anyone, including information to a family member, unless there is a court order or a law that requires us to disclose. IVRS may re-release information that has been provided by the Social Security Administration and medical professionals with your written consent. These are your records, and you may release them if they are in your possession. All persons allowed access to your records are prohibited from re-disclosing information about you to anyone else without your specific, informed and written consent.

NON-DISCRIMINATION CLAUSE

It is the IVRS policy to serve all qualified individuals with a disability without discrimination based on their protected status, including, physical or mental disability, age, sex, color, ethnic group, race, national origin, ancestry, religion, medical condition, sexual orientation, or marital status.

Sometimes IVRS regulations or policy may not let your counselor approve a service you requested and your request will be changed or denied. This type of decision is a disagreement, but is not discrimination. However, a disagreement or decision could be discrimination if the reason your counselor disagrees with you or denies your request is because of your race, your age, your disability or another protected status noted above.

You have a right to have disagreements with your Rehabilitation Team settled by someone other than your counselor. You have a right to call an advocate in CAP to help you settle the disagreement. You also have the right to ask for an Administrative Review, mediation, and/or fair hearing to settle the disagreement (see Page 19). These processes can settle most disagreements.

If you have information that the disagreement was because of your race, your age, your disability, or another protected status, you have a right to file a discrimination complaint to settle the problem, within 90 days from the date of the discriminatory action. You may request Administrative Review by contacting:

Kenda Jochimsen, Chief
Rehabilitation Services Bureau
Iowa Vocational Rehabilitation Services
510 East 12th Street
Des Moines, Iowa 50319
(515) 281-4154

If you want to bypass the process afforded you through IVRS you may also file a discrimination complaint with the Office of Civil Rights (OCR). When you contact the OCR you will need to provide information to them supporting your belief that the

disagreement or denial is based on discrimination rather than on the IVRS policies or regulations. OCR will conduct an investigation if appropriate and let you know the outcome. Iowa is in Region VII for OCR and the contact information for the office is:

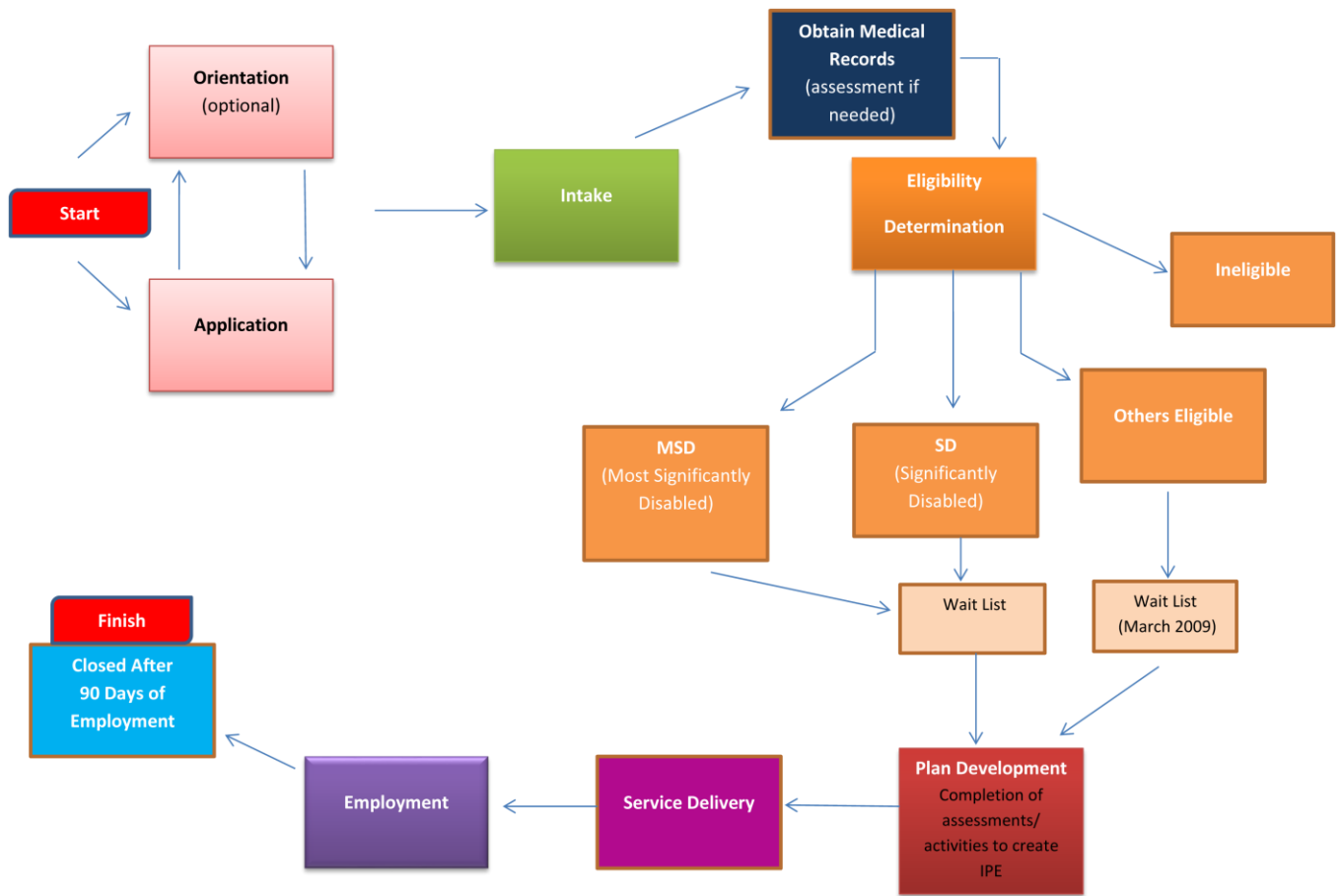
Office for Civil Rights, DHHS
601 East 12th Street - Room 248
Kansas City, MO 64106
(816) 426-7277; (816) 426-7065 (TDD)
(816) 426-3686 FAX

You may also contact the U.S. Department of Education, Office for Civil Rights, (USDOE OCR). They also will ask you to explain your disagreement or denial and provide information supporting why you think it is based on discrimination. USDOE OCR may investigate your complaint and work with IVRS to resolve the dispute as appropriate. You may contact them at:

US Department of Education
Office for Civil Rights
50 Beale Street, Ste. 7200
San Francisco, CA 94105
(415) 486-5555 Phone
(877) 521-2172 TTY

VOCATIONAL REHABILITATION SERVICE FLOW CHART

VOCATIONAL REHABILITATION SERVICE FLOW CHART



COMMON ACRONYMS

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| IVRS: Iowa Vocational Rehabilitation Services | VR: Vocational Rehabilitation |
| CVA: Comprehensive Vocational Assessment | TTW: Ticket to Work |
| OJT: On-the-job Training | CAP: Client Assistance Program |
| CRP: Community Rehabilitation Provider | FFY: Federal Fiscal Year |
| SRC: State Rehabilitation Council | SP: State Plan |
| CBA: Community Based Assessment | IEP: Individual Education Program |
| IL: Independent Living Income | SSI: Supplemental Security |
| SSDI: Social Security Disability Insurance | |
| CSNA: Comprehensive Statewide Needs Assessment | |
| IPE: Individualized Plan for Employment | |
| IPE-1: Application/ Rights and Responsibilities | |
| IPE-2: Individualized Plan for Employment | |
| IPE-3: Employed/Closure of case | |
| MEPD: Medicaid for Employed Persons with Disabilities | |
| RSA: Rehabilitation Services Administration | |
| TAP: Transition Alliance Program | |
| WIA or WF: Workforce Investment Act, Workforce | |
| WIOA: Workforce Innovation and Opportunity Act | |
| DHS: Department of Human Services | |
| IWD: Iowa Workforce Development (Iowa Works) | |

IVRS STATUSES

- 00-0 Referral
- 02-0 Applicant (initial interview and opening file)
- 04-0 Accepted for Services (eligibility), but does not meet waiting list categories being served.
- 08-0 Closed Before Acceptance (from Status 00-0, 02-0)
- 10- _ Accepted for Services (eligibility)
- 12-0 Plan Developed, awaiting start of services
- 14-0 Counseling and Guidance Only
- 16-0 Physical and Mental Restoration
- 18- _ Training
- 20-0 Ready for Employment
- 22-0 Employed
- 24-0 Service Interrupted
- 26-0 Closed Rehabilitated
- 28-0 Closed After Program Initiated (from Status 14- _ through 24- _)
- 30-0 Closed Before Program Initiated (from Status 10-0)
- 32-0 Post-Employment Services (from Status 26-0 only)
- 33- _ Closed After Post-Employment Services (from Status 32)
- 38-0 Closed from Status 04

The reason statuses 10, 18 and 33 have extra lines are because they each have another sub-status or two within them.